



Consolidated Technology Services • WA

## Service Announcement

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February 19, 2014

**TO:** Telecommunications Coordinators

**FROM:** Dan Davis, Manager  
CTS Telephone Services

**SUBJECT:** Long Distance Dialing – Avaya PBX Network

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CTS is changing the way customers access long distance services on the CTS Avaya PBX network.

CTS currently provides an expanded free calling area for the telephone systems connected to its Avaya PBX network, in Olympia, Tumwater, Seattle, Spokane, and Tacoma. The free calling area, which currently includes all of the 206 & 253 area codes and most of the 425 area code, plus Spokane and Vancouver is accessed by dialing 9 + the 10 digit number.

**Effective immediately: Users that receive PBX telephone service from the above Avaya systems should dial all domestic long distance calls (including Canada) using 9 + the 10 digit number. If the number is not in the CTS expanded free calling area, users will be prompted by a tone for their 7 digit SCAN authorization (auth) number.**

**Transition period:** Users will be able to make long distance calls using both 8 for SCAN and 9+10 digits until May 8<sup>th</sup>. During this transition period staff should be notified of the change and devices reprogrammed and tested if necessary. Beginning on May 9<sup>th</sup> all domestic long distance calls on the Avaya PBX network must be dialed using 9+10 digits. After May 8<sup>th</sup> calls using 8 for long distance access will be routed to an announcement informing the caller that they should dial the call using 9+10 digits.

### What changes:

- Rather than dialing 8 for SCAN, **callers should dial 9 + the 10 digit number for domestic long distance calls.**
- If a call is in the free calling area it will be completed at no charge. **If the call is not in the free calling area users will receive a steady tone** to prompt them for their auth number rather than the stutter tone used with SCAN. **Callers should enter their auth number as soon as they hear the tone play.** Waiting until the prompt tone stops, may cause the call to 'time out' and fail.
- International long distance is accessed by dialing 9+011+ the number and is allowed or blocked by individual auth number. International rates are unchanged.
- It may be necessary to adjust the pause sequence on Fax machines or other programmed devices that use PBX lines.
- Many in-state calls, which would normally be long distance, are now free. If an auth number is required, the call will be billed at 3.5 cents per minute rather than the current 5.5 to 5.75 cents per minute.

**What doesn't change:**

- Customers keep their existing 7 digit SCAN authorization numbers.
- Authorization numbers will continue to allow the calls to be originated from other CTS sites.
- Custom billing is similar to SCAN.

**Centrex Lines:** The long distance access code for Centrex lines is also being changed. Affected agencies will be notified of these changes by separate correspondence.

Please refer problems or questions to the CTS Service Desk at [Servicedesk@cts.wa.gov](mailto:Servicedesk@cts.wa.gov) or call 360-753-2454 or 888-241-7597.